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Public Comments on Telephone Consumer Protection:=====

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Submitter Info:

first_name Dusty

last_name Dunkle

address1 PO Box 1230

city Seahurst

country United States

us_state WA

zip 98166

company

To Whom it May Concern,

I own a 43-year marketing research company, and I have included comments on each of the 5 topics below:

1. Requiring express written consent to send prerecorded messages - I beleive written consent should not be required to send prerecorded messages. This would simply narrow the lines of potentially important communication.

2. Eliminating the established business relationship exemption for prerecorded messages - There should be no EBR rule whatsoever for prerecorded messages.

3. Changing the opt-out requirements - N/A

4. Creating a health care / HIPAA exemption for reminder and follow-up calls to patients - There should be no barriers on reminder and follow-up calls. These are courtesy calls that benefit the party being called. This is why they appreciate these types of calls and thank the call center on a large percentage of calls.

5. Modifying how the 3% call abandonment rate is calculated for predictive dialers - This rate should be increased which would drive down the costs of call center programs, therefore driving down pricing to the client.